

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**REQUEST FOR FILING CONTINUATION/DIVISIONAL
APPLICATION UNDER 37 C.F.R. § 1.53(b)**

MAIL STOP PATENT APPLICATION

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Customer No. **21839**

Sir:

This is a request for filing a [X] continuation [] divisional application under 37 C.F.R. § 1.53(b) of pending Application No. 09/950,801 filed on September 13, 2001, which is a continuation of Application No. 09/239,701 filed January 29, 1999, now U.S. Patent No. 6,311,231, which is a divisional of U.S. Application No. 08/532,537 filed September 25, 1995, now U.S. Patent No. 5,884,032 for METHOD AND SYSTEM FOR COORDINATING DATA AND VOICE COMMUNICATIONS VIA CUSTOMER CONTACT CHANNEL CHANGING SYSTEM, by the following named inventor(s):

(a) Full Name	Thomas H. BATEMAN
(b) Full Name	Bruce E. KIERSTEAD
(c) Full Name	William A. NOBLE
(d) Full Name	Timothy L. CURRY
(e) Full Name	John A. LOCKETT
(f) Full Name	Laurie E. MERSEREAU
(g) Full Name	Robert J. OUELLETTE

03916 U.S. PTO
10/663740
09/17/03

[] Applicant(s) hereby requests that the above-captioned application **NOT BE PUBLISHED** under 35 U.S.C. § 122(b) and 37 C.F.R. § 1.211. The undersigned hereby certifies that the invention disclosed in this application has not and will not be the subject of an application filed in another country, or under a multilateral international agreement, that requires publication at eighteen months after filing.

[X] The entire disclosure of the prior application from which a copy of the oath or declaration is supplied herewith is considered as being part of the disclosure of the accompanying application and is hereby incorporated by reference therein.

[] This application is being filed by less than all the inventors named in the prior application. In accordance with 37 C.F.R. 1.63(d)(2), the Commissioner is requested to delete the name(s) of the following person or persons who are not inventors of the invention being claimed in this application.

(a) Full Name	_____
(b) Full Name	_____
(c) Full Name	_____

[] This application is being filed by more than all the inventors named in the prior application. In accordance with 37 C.F.R. 1.63(d)(5), a new oath or declaration is enclosed, and the Commissioner is requested to add the name(s) of the following person or persons who are inventors of the invention being claimed in this application.

Request for Filing Continuation/Divisional Application
 of Application No. 09/950,801
 Attorney's Docket No. 025000-073
 Page 2

(a) Full Name _____
 (b) Full Name _____
 (c) Full Name _____

[] Applicant(s) suggests Figure _ for inclusion on the front page of the patent application publication and/or patent.

[X] Applicant(s) requests that the published application include the following assignment information: Innovatia, Inc..

1. [] Enclosed is a copy of the prior Application No. _ as originally filed on _, including copies of the specification, claims, drawings and the executed oath or declaration as filed.
2. [X] Enclosed is a revised prior application and a copy of the prior executed oath or declaration as filed. No new matter has been added to the revised application.
3. [] Small entity status is hereby claimed.
4. [X] The filing fee is calculated below [] and in accordance with the enclosed preliminary amendment:

C L A I M S					
	NO. OF CLAIMS		EXTRA CLAIMS	RATE	FEE
Basic Application Fee					\$750.00 (1001)
Total Claims	36	MINUS 20 =	16	× \$18.00 (1202) =	\$288.00
Independent Claims	10	MINUS 3 =	7	× \$84.00 (1201) =	\$588.00
If multiple dependent claims are presented, add \$280.00 (1203)					
Total Application Fee					\$1,626.00
If small entity status is claimed, subtract 50% of Total Application Fee					
Add Assignment Recording Fee of \$_ if Assignment document is enclosed					
TOTAL APPLICATION FEE DUE					\$1,626.00

5. [] This application is being filed without a filing fee. Issuance of a Notice to File Missing Parts of Application is respectfully requested.
6. [] Charge \$ _____ to Deposit Account No. 02-4800 for the fee due.
7. [X] A check in the amount of \$ 1,626.00 is enclosed for the fee due.

Request for Filing Continuation/Divisional Application
of Application No. 09/950,801
Attorney's Docket No. 025000-073
Page 3

8. The Director is hereby authorized to charge any appropriate fees under 37 C.F.R. §§ 1.16, 1.17 and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 02-4800. This paper is submitted in duplicate.
9. Cancel in this application original claims _____ of the prior application before calculating the filing fee.
10. New drawings are enclosed.
11. Priority of Application No. _____ filed on _____ in _____ (country) is claimed under 35 U.S.C. § 119.
 - The certified copy of the priority application
 - is enclosed.
 - was filed on _____ in prior Application No. ___, filed on ___, and acknowledged by the Examiner on _____ in Paper No. _____.
 has not yet been filed.
12. A preliminary amendment is enclosed.
13. An Information Disclosure Statement is enclosed.
14. A General Authorization for Payment of Fees and Petitions for Extensions of Time is enclosed.
15. Also enclosed _____.
16. The power of attorney in the prior application is to Burns, Doane, Swecker & Mathis, LLP.
 - a. The power appears in the original papers in the prior application.
 - b. Since the power does not appear in the original papers, a copy of the power in the prior application is enclosed.
 - c. Recognize as Associate Attorney William N. Hughet, Reg. No. 44,481.

Request for Filing Continuation/Divisional Application
of Application No. 09/950,801
Attorney's Docket No. 025000-073
Page 4

d. Address all future communications to: (May only be completed by applicant, or attorney or agent of record.)

BURNS, DOANE, SWECKER & MATHIS, L.L.P.
Customer Number: **21839**
P.O. Box 1404
Alexandria, Virginia 22313-1404

Date: September 17, 2003

By: William N. Hughet
William N. Hughet
Registration No. 44,481

ADDRESS OF SIGNATOR:

BURNS, DOANE, SWECKER & MATHIS, L.L.P.
P.O. Box 1404
Alexandria, Virginia 22313-1404
(703) 836-6620

inventor(s)
 assignee of complete interest
 attorney or agent of record
 filed under 37 C.F.R. § 1.34(a)